

2003 SURVEY RESULTS

INFORMATION	# OF RESPONSES	%
Unsatisfactory (1)		0
Unsatisfactory (2)	2	2
Needs Improvement (3)		0
Needs Improvement (4)	5	4
Satisfactory (5)	1	1
Satisfactory (6)	47	38
Excellent (7)	2	2
Excellent (8)	65	52
Did not Answer	2	2

APPLICATION		
Unsatisfactory (1)		0
Unsatisfactory (2)	1	1
Needs Improvement (3)		0
Needs Improvement (4)	2	2
Satisfactory (5)		0
Satisfactory (6)	43	35
Excellent (7)	3	2
Excellent (8)	53	43
Did not Answer	21	17

HANDLING OF COMPLAINTS		
Unsatisfactory (1)		0
Unsatisfactory (2)		0
Needs Improvement (3)		0
Needs Improvement (4)	5	4
Satisfactory (5)	2	2
Satisfactory (6)	32	26
Excellent (7)	3	2
Excellent (8)	37	30
Did not Answer	48	39

COURTEOUS	# OF RESPONSES	%
Unsatisfactory (1)		0
Unsatisfactory (2)		0
Needs Improvement (3)		0
Needs Improvement (4)	1	1
Satisfactory (5)		0
Satisfactory (6)	30	24
Excellent (7)	4	3
Excellent (8)	86	69
Did not Answer	3	2

HELPFUL		
Unsatisfactory (1)		0
Unsatisfactory (2)		0
Needs Improvement (3)		0
Needs Improvement (4)	2	2
Satisfactory (5)		0
Satisfactory (6)	30	24
Excellent (7)	4	3
Excellent (8)	84	68
Did not Answer	4	3

TIMELY RESPONSE TO REQUEST		
Unsatisfactory (1)		0
Unsatisfactory (2)	1	1
Needs Improvement (3)		0
Needs Improvement (4)	2	1
Satisfactory (5)	1	1
Satisfactory (6)	35	28
Excellent (7)	3	2
Excellent (8)	75	60
Did not Answer	7	6

Number of Surveys Received 124